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ABSTRACT

Library networks are much more than telephones, teletypewriters or closed circuit television. Networks are a new concept in library service that requires a new mentality on the part of every participating librarian in every type of library. Librarians wishing to join the growing information and materials community with its improving delivery system must be willing to accept the challenge of community demands. In Kentucky the network activity is planned around the "Kentucky Library Communications Network." This network is in the early developmental stages and although the machinery has been established, the essential "community" concept is some distance away. This manual is designed to help develop this "community" concept. From a description of the network relationship it goes on to outline procedures for use of the network by local public libraries, the regional headquarters library and department libraries. The appendices contain a sample form and instructions, acceptable abbreviations of selected sources for verification of interlibrary loan requests, and the National Interlibrary Loan Code, Annotated, 1968. (NH)

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THE KENTUCKY LIBRARY COMMUNICATIONS NETWORK:

LOCAL PUBLIC LIBRARY MANUAL

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INTRODUCTION

Kentucky librarians, like their counterparts throughout the country, are faced with a very serious problem: How can any individual library or library system keep up with the rapid growth of library needs generated by the "knowledge explosion"? Budgetary and physical space limitations don't allow for much more than strengthening the core collection in any one library, and that ability is limited proportionately to support and to the size of the building. The logical approach to serving requests that a library can't satisfy with its own collection is to borrow from another library. This kind of relationship has existed for quite a while, but we are finding that simply sharing resources within the present context of interlibrary loan cannot meet the changing needs of library users.

We are moving into a new period of library service where emphasis is shifting from the traditional cooperative activities to an activity which promises to systematize interlibrary loan into a much more effective and rapid mechanism for serving the marginal but important library requests. This activity is based on systematic approach to the cooperative activity with emphasis on communications technology and the necessity for librarians to build a "community" of library resources and services. This "community" then, is connected by a network of telecommunications equipment that allows rapid access to information and materials requested by the library patron from any member of the community. This network activity is drawing great interest now that competition for public support is so rig-

orous, and it holds promise for easing the pressure or need for every library to strive for a level of self-sufficiency that is, in reality, impossible to achieve.

Yet, with all of its promise, the move from traditional cooperative library activities to a network relationship is going to require a much more understanding approach to interlibrary cooperation on everybody's part. Just like individuals in a society, individual libraries will have to work towards satisfying the community needs of the cooperative network as well as keeping their own house in order. This is a large order to fill, and every library in a network relationship will have participant demands made upon it as well as the privilege of the expanded resource base it will enjoy. In short, library networks are much more than telephones, teletypewriters or closed circuit television. Networks are a new concept in library service that will require a new mentality on the part of every participating librarian in every type of library. Those librarians who wish to join the growing information and materials community with its improving delivery system must be willing to accept the challenge of community demands.

Here in Kentucky, network activity is being planned around the "Kentucky Library Communications Network". This is a program initiated in February of 1970 by the Department of Libraries with matching federal funds through the Library Services and Construction Act, Title III (Interlibrary Cooperation). The Kentucky network is presently in the early developmental stages, and, although the machinery (telephone privileges and teletypewriters) has been established, we are some distance away from developing the "community" concept that is essential for our network to

survive and grow to its potential service capacity. In the interest of fitting the local public library into the growing network community, it might be well to look at already established relationships and project how this might affect a new relationship in the new community.

THE NETWORK RELATIONSHIP

Because of the nature of public library service throughout most of Kentucky, there is a different relationship between members of the Kentucky Regional Library System to the Department of Libraries and between this group and the larger public libraries here and out-of-state. There is also an historical and fairly well-defined relationship between public and academic libraries. Essentially this latter relationship is based on the idea that interlibrary loan is primarily for the use of graduate students and faculty of higher education institutes. Since it is this group which is doing the larger share of library research, they will obviously benefit the most in a network community, and it is their libraries which will be under the heaviest demand.

Since most local public libraries are not serving graduate students and faculty as their primary clientele, one might wonder what use the Kentucky network will be to these small local public libraries and the people they serve. The answer to this question can, perhaps, be best understood if we look at the library network as it influences the local community in two areas of library service: library service to the local patron; and, library service in general as it influences the "quality of life" in local communities.

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This second area, the "quality of life" approach can be discussed first because it has the least specific implication to the local public library in Kentucky. At this level, those doing research on various problems affecting the social or physical environment of urban and rural Kentucky have more direct access with a larger library resource base than ever before. This access may be generated at a university library, but it could also be generated at a local public library serving as entry point to the Kentucky network. No matter where the network entry comes from, however, the eventual end may well have local effects because of network use.

Whether it is a research staff at some university or a state extension agency in some small town, we can put their urgent information needs on the Kentucky network and supply the necessary information or materials within a relatively short time period. This means that research which could very well solve a local pollution crisis or planning need can be speeded up by entry to the Kentucky network through the local public library; therefore the library will play its own community role in improving the "quality of life" in that local area.

The area of network relationship which most directly affects local public library service, however, is that level which can deliver information or materials to the local library patron. Because of the restrictions imposed by the larger public libraries and academic libraries in the area of interlibrary loan, we will have to look more to the relationship between the libraries belonging to the Kentucky Regional Library System and the Department of Libraries in Frankfort as the principal members of the primary level of our network connected community.

The general theory behind the Regional Library System here (and it usually is applicable) is that the local public library which houses the Regional Library staff is supplemented with a larger collection of materials than are the other libraries in the region. Besides receiving more materials from Frankfort, the type of material varies somewhat in that there will be more reference and bibliographic library materials sent to the Regional Headquarters Library than to the other libraries in the Region. This approach implies that the Regional Headquarters Library will, in most cases, act as back-up to the other libraries in their region to furnish materials and verify requests initiated by these other libraries. Also, most Regional Headquarters Libraries maintain a regional shelf-list so that the member counties can swap materials between themselves.

In order to get the most from the network concept on this level, participants should work together in building their collections with materials that other libraries in that region may be weak in. This way, a small public library can maintain a good core collection of general interest materials, and build strength in one area knowing that another library in their region is building strength in a different area that will broaden the regional resources. If this is done, and the Regional Headquarters can locate these materials in a regional union list, many requests for library materials may be cleared by a phone call to the Regional Headquarters Library. Sound like a good theory, but not very practical? Why don't you talk it over with the other librarians in your region...and why not bring in the school and college librarians too? We might be surprised what problems can be solved without even getting out of the home library region.

Since the Regional Headquarters Library serves as back-up to the local public library, the next logical step in our regional system is that the Department of Libraries in Frankfort serves as back-up to the regions. So far, and including this level of network participation, the rules on interlibrary loan are relatively flexible. Within the context of the Kentucky Regional Library System, there is not much emphasis placed on the status of the patron requesting material beyond the good help it provides in determining what type of material to send in the context of patron needs. The Department of Libraries, as a back-up agency for local public libraries will not refuse service to anyone because they don't have faculty or graduate status.

Any requests that are not cleared at the Department will then be faced with the discouraging prospect of the restrictions imposed by the "National Interlibrary Loan Code". If the requesting patron is a high school student working on a report, it is not likely that any large public library or academic library will send much material to fill the request. Anything that doesn't require the loaning of materials, however, can frequently go on to a larger library which is not part of our system. This means that we can usually obtain specific information or photocopy from these libraries.

The main thing to keep in mind is that all requests should be as specific as possible. Not much research can be done beyond the Regional or State levels due to time and staff limitations, and only specific subject requests can be searched for at these levels. A "known item" request (title or author) has the best chance of success; especially if a substitute is acceptable. Good reference work on the local level is the most essen-

tial aspect of serving local library needs.

To promote a better understanding of the interlibrary loan restrictions which the Department of Libraries must honor when going out-of-system, a reprint of Chapter 1 from Sarah Katharine Thomson's book Interlibrary Loan Procedure Manual (American Library Association 1970) will be found in Appendix C of this manual. This copy of the National Interlibrary Loan Code is annotated and might give you a general idea of what you may expect to happen to requests you put on the network.

OUTLINE OF PROCEDURES FOR MEMBERS OF THE KENTUCKY REGIONAL LIBRARY SYSTEM USING THE KENTUCKY LIBRARY COMMUNICATIONS NETWORK

In the area of serving the public library user as opposed to the academic researcher, the local public library will obviously play the most important role in network operations. Service to the patron will depend on your ability to aid that patron in determining just what it is he or she really wants or needs to solve the problem. If it is a "known item" request, you must be able to assure that the title and author is correct, or, if this isn't possible, you must determine as nearly as possible where the patron saw the book or article mentioned. If the patron has a subject request, you must be able to narrow the subject as much as possible so that the librarian handling the request at the next level may send material relating to it. To repeat, there is no substitute for good reference interviewing at the local level in providing the service your patron expects from his or her library.

The Kentucky Library Communications Network is designed for speed in communications, but it should not be flooded with vague subject requests

or untraceable author/title requests. Also, the network should not be flooded with requests that can be adequately filled by the normal mail channels. In this context, the following outline guide points out what should happen at each level on the network to a request that is needed urgently (within one or two weeks).

Please keep in mind that this outline of procedures is intended as a suggestion for the most efficient method in obtaining needed information or materials. You may have a particular situation in your Region that would warrant another approach for your library. Since your regional librarian knows the situation better than we do, you may want to discuss the procedures with him or her and agree on a modified procedure for using network facilities. All we are interested in is that your patron receive the best possible library service that we, in a team effort, can provide.

A. THE LOCAL PUBLIC LIBRARY

1. Before you put a request on the network, find out from the patron how far he or she wants the request to go and the latest possible date that the material can be used. Make sure the patron understands that we will do all we can to answer the request, but that we are operating under some restrictions and that delays may occur when we go out of the system to fill the request.

2. Determine as precisely as possible what the patron really wants.

   a. Subject request - Interview the patron as to the particular information desired, being as specific as possible to assure that you and the patron understand exactly what

you are looking for. Give particular attention to what kind of information or material is needed for the purpose of filling the request. Pin down the subject so that we won't be giving the patron a lot of material he doesn't want or very little material that he can use.

b. Known item request - If there is any question about the correctness of the author or title that you are searching for, or if you can't find it in your public card catalog, check other sources to verify it. (You may want to use Appendix B of this manual as a guide to verification sources.) If the item can be verified locally the network operation will work faster.

c. Determine the purpose of the request as nearly as possible (term paper, state agency report, speech, etc.) without prying into areas of a confidential or personal nature. You will also want to determine what "level" this is needed for in order to avoid such things as giving a highly technical report to someone who only wants general coverage in layman terminology.

3. Search your own collection thoroughly. This is the quickest way of filling a local request, and the other network members will assume that you have done this.

4. If the request cannot be filled in your own collection check other local resources that might help (other libraries, agencies, clubs, organizations or individuals). This will require that you have some idea about community information

resources and a survey of these potential resources could help your operations a great deal.

5. If you are unable to fill the request locally, and if the patron wants the request within a week or two, transmit the request by telephone to your Regional Headquarters Library. Please remember to use the form provided for this in transmitting your message so that it will be easier to handle as it progresses along network lines. The request can also be handled more easily if you only put <u>one item on each request form</u>. (During busy periods, or when you think it advisable, you might want the patron to fill out the form with your assistance.)

   As was mentioned earlier, you may be able to work out other arrangements with your regional librarian in this system, but don't be afraid to use (not abuse) your credit card privileges in providing good service for your patrons.

B. REGIONAL HEADQUARTERS LIBRARY

   1. The request coming to this level will be a subject or known item request that was not available locally at the issuing library, and it will be something a patron needs within one or two weeks. In any case, make sure you know exactly what the local library is requesting.

      a. Subject request - If the requesting library is not specific enough in the request so that you know what you are looking for, you may want to ask the librarian to interview the patron further.

b. Known item request - If the requesting library doesn't have the bibliographic tools to verify this kind of request, obtain as much information as possible on the item (where the patron saw it, etc.) and try to verify it in your regional collection.

2. Proceed in the same manner as did the local librarian—search the regional collection (and regional shelf-list or catalog where possible) as well as other local resources. Since many Regional Headquarters Libraries are located in communities where other state agency field offices are located, it may be well to determine what their potential might be for specialized regional resource contacts.

3. If the request cannot be filled at the regional level, transmit the message to the Department in Frankfort using the INWARD WATS number given you for this purpose. You will already have the information from the requesting library on the form as they transmitted it to you, so you will merely have to read this message over the telephone with any additional information needed inserted on the "Remarks" line. The message will be recorded if there is not anybody in the Information and Loan Division at the time your call arrives. A copy of the message received at the Department is sent immediately to you so that you know the status of that request.

C. **DEPARTMENT OF LIBRARIES**

1. Interviewing of the patron and verification of the request should be satisfactory by now, but if not, proceed as fol-

lows:

a. Subject request - If still too vague to be answered, return for clarification stating what additional information you need to search for material to fill the request.

b. Known item request - If not verified, check briefly bibliographic tools not already searched by the regional headquarters staff. Double-check all verifications in the source cited to assure their correctness.

2. Search the Department of Libraries holdings carefully and consider other agencies or special library collections in the Frankfort area as resources.

3. If the request cannot be satisfied at the Department, it should be sent via TWX to other libraries in the State with larger collections. Try to fill requests in-state if possible, beginning with the Kentuckiana Metroversity cluster in Louisville and Southern Indiana through the Louisville Information Referral Center.

   a. Subject request - Whether the request goes further than the Department will be determined by the nature of the request and the consent of the larger library.

   b. Known item request - Do not send for any item that has not been verified.

   c. Send addresses of the requesting library on the TWX messages so that the positive responses may be sent directly to that library.

   d. Follow closely the National Interlibrary Loan Code

(amended 1968 version) in relaying requests to the larger or more specialized libraries.

* * *

Adherence to this procedures guide will generally make the network operations run more smoothly and should help create an enthusiastic clientele. Please try your best to fill requests on your level of network responsibility—remember that the closer to home the request is filled, the sooner the patron will probably have his or her material.

Once again, please consult with the Regional Librarian and other librarians in your region to fit these suggested guidelines into your particular situation. Also, please keep in mind the fact that the network won't absolutely displace normal mail methods of interlibrary loan. The speed of network communications will get your patron his urgent (needed within a one or two week period) request much quicker, however, and we hope that you will take advantage of this service.

APPENDIX A

Instructions for Using the "Kentucky Library Communications Network Telephone Referral Request Form"

CHECKLIST For Using The Kentucky Library Communications Network

- Have you indicated the latest date upon which your patron will accept the information or material?

- Have you indicated the level and purpose to be served by the request?

- If you cannot verify the request, have you indicated the sources you checked and where the patron saw the author or title mentioned?

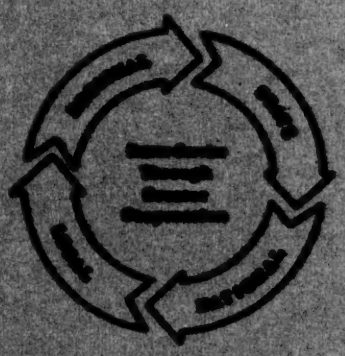
- Have you indicated whether or not the Department of Libraries is to go to another library to fill the request, or if a substitute is acceptable?

PLEASE

POST

NEAR

TELEPHONE



KENTUCKY LIBRARY COMMUNICATIONS NETWORK

TELEPHONE REFERRAL REQUEST FORM

LIBRARY _____
ADDRESS _____
_____
REGION _____ DATE _____

AUTHOR _____

TITLE _____

SUBJECT _____

_____

VERIFIED IN _____
LEVEL: ADULT☐ JUVENILE☐ HIGH SCHOOL☐ COLLEGE☐ STATE AGENCY☐ OTHER _____
SUBSTITUTE ACCEPTABLE _____ DEADLINE TO RECEIVE MATERIALS _____

PURPOSE _____

READER'S NAME _____

ADDRESS _____ TELEPHONE _____

APPROVED BY _____ TRANSMITTED BY _____

REMARKS _____
_____

STATUS: FILLED☐ DATE _____ NOT FILLED☐ STOP☐ RE-ROUTE VIA MAIL☐ TELEPHONE☐ TWX☐

RE-ROUTE TO _____ SEARCHED BY _____

SAMPLE FORM

INSTRUCTIONS FOR USING THE TELEPHONE REFERRAL REQUEST FORM

AUTHOR - Use one form for each author and spell the name when transmitting to next level of the network. Please be sure spelling is correct and use the full name if possible.

TITLE - When the author is known, use one title per form unless there are several titles by the same author. If the request is for a magazine article, use the author and "Title" space for the title, volume, date and page number of the periodical in which the article appears. Please be sure the spelling is correct.

SUBJECT - If one patron requests more than one subject, you can put them on one form if there is space. Otherwise use one form for each subject request. Please be as specific as possible.

VERIFIED IN - Include here all sources you have searched to verify the request (using the abbreviations listed in Appendix C of this manual). If you cannot verify the request, include the source where the patron originally saw or heard about the item.

LEVEL - Check the block pertaining to the individual who will be using the material.

SUBSTITUTE ACCEPTABLE - This only requires a simple yes or no reply. Please make it clear to the patron that this option is

available and might speed up a request when a specific item is not available.

DEADLINE - Please let the next network level know the latest date upon which the patron will accept the material. This is essential information because a lot of valuable time might be wasted if the request is sent to other libraries after the deadline.

PURPOSE - This provides an excellent guideline for subject or substitute research at the other network levels, but it shouldn't be emphasized to a point where the librarian would give any appearance of prying into personal or confidential requests.

READER'S NAME - This should be the name of the person or organization who wants the material even if somebody else makes the request. Please use one name or contact point for each form.

ADDRESS - Only the local public library needs to know this information since the material will be sent to the library rather than the patron. This does not have to be transmitted to the next network level.

TELEPHONE - Same as above instruction.

APPROVED BY - This will typically be the local or regional librarian, but a special arrangement may be agreed upon at the level transmitting the message.

TRANSMITTED BY - This will be the person who actually makes the phone call; whether on the local credit card or by

the special INWARD WATS number.

REMARKS - This is primarily a place where instructions such as, "Please search further," or "Please return if not at the Department" would be listed. However, it is also a place where other information needed to fill the request can be inserted if not adequately covered in the rest of the form. Please be as specific as possible when transmitting instructions in this space.

STATUS - This bottom portion of the form is for the use of the regional library or the Department and will only concern the local public library as it is returned with the materials or returned unfilled.

RE-ROUTE TO - Same as above instruction.

SEARCHED BY - Same as above instruction.

APPENDIX B

Acceptable Abbreviations of Selected Sources for Use in Verification of Interlibrary Loan Requests

B I (vol)----------Biography Index

B I P (year)----------Books in Print

C A (vol)----------Contemporary Authors

C B I (years)----------Cumulative Book Index

C - J (exact date)----------Courier Journal

D A B----------Dictionary of American Biography

D N B----------Dictionary of National Biography

D L Cat - Authors (date)-----Department of Libraries Book Catalog - Authors

D L Cat - Subjects (date)----Department of Libraries Book Catalog - Subjects

D L Cat - Titles (date)------Department of Libraries Book Catalog - Titles

D L Ord (date)----------Department of Libraries Books on Order List

E G L I (year)----------Essay and General Literature Index

G I (edition)----------Granger Index

Ox - Am Lit----------Oxford Companion to American Literature

Ox - Eng Lit----------Oxford Companion to English Literature

Ox - ----------Use Suitable Abbreviation for any Oxford Companion

P I (year)----------Play Index

S S I (year)----------Short Story Index

R A----------Reader's Adviser

R G (vol)----------Reader's Guide to Periodical Literature

W W (year)----------Who's Who

W W in Am (year)----------Who's Who in America

Winchell----------Winchell's Guide to Reference Books

Other Sources used by local library:

APPENDIX C

National Interlibrary Loan Code,

Annotated, 1968

from Sarah Katharine Thomson,

Interlibrary Loan Procedure Manual

(American Library Association, 1970)

1/National Interlibrary Loan Code, 1968, Annotated

INTRODUCTION

This code, adopted by the Reference Services Division, acting for the American Library Association on June 27, 1968, governs the interlibrary lending relations among libraries on the national level, among research libraries, and among libraries not operating under special or local codes. Libraries of a common geographical area or those specializing in the same field may find it advantageous to develop codes for their own needs. There is appended to this national code a model state code[1] which may be considered for adoption by such groups of libraries with common interests.

On the national level interlibrary loan requests should be restricted to materials which cannot be obtained readily and at moderate cost by other means. The costs involved in lending and the conflict in demand for certain kinds of materials necessitate this restriction.

The American Library Association has published a [this] manual explaining in detail the procedures which should be used in implementing the principles of this code. Libraries requesting materials on interlibrary loan are expected to have copies of this manual and to abide by its recommendations.

The present interlibrary loan system may be radically changed by less conventional methods of transmission of materials, such as telefacsimile and computer networks. Until such methods have gained widespread acceptance, their use must be based on special agreements among libraries.

THE CODE

I. *Definition*

Interlibrary loans are transactions in which library materials are made available by one library to another for the use of an individual; for the purposes of this code they include the provision of copies as substitutes for loans of the original materials.

"by one library to another"—Individuals may not make direct requests for loans, but must ask their own library to make the request for them.

"for the use of an individual"—Each request should state the name and status of the individual for whom the request is made. The loan is for the exclusive use of that individual. If the item is to be used by more than one individual, such as a research team, this fact should be clearly indicated on the request. Music, play scripts, and other materials should not be borrowed for public performance.

"copies as substitutes"—See chapter 5.

II. *Purpose*

The purpose of interlibrary loans is to make available, for *research*, materials not owned by a given library, in the belief that the furtherance of knowledge is in the general interest. Interlibrary loan service supplements a library's resources by making available, for the use of an individual, materials from other libraries not owned by the borrowing library.

"for research"—Generally, in interpreting whether material is requested for research, the key is "furtherance of knowledge" that will ultimately be available in some form to a relevant public.

III. *Responsibility of Borrowing Libraries*

1. It is assumed that each library will provide the resources to meet the study, instructional, informational, and normal research needs of its users, and that requests for materials from another library will be limited to unusual items which the library does not own and cannot readily obtain at moderate cost. Requests for individuals with academic affiliations should be limited to those materials needed for faculty and staff research, and the thesis and dissertation research of graduate students.

"cannot readily obtain"—In-print items should be purchased or a photocopy or microfilm obtained.

"at moderate cost"—This will vary according to circumstances and to the budget and resources of the borrowing library.

2. Thesis topics should be selected according to the resources on hand and should not require extensive borrowing from other libraries. If an individual needs to use a large number of items located in another library, he should make arrangements to use them at that library.

"he should make arrangements to use them at that library"—Students should be warned and faculty alerted to the need to obtain written permission in ad-

vance, preferably before the thesis topic is submitted for approval, and the user should be prepared to pay a research fee for the use of the material.

3. The borrowing library should screen carefully all applications for loans and should reject those which do not conform to this code.

IV. *Responsibility of Lending Libraries*

1. In the interests of furthering research it is desirable that lending libraries interpret as generously as possible their own lending policies, with due consideration to the interests of their primary clientele.

"interpret as generously as possible"—Libraries having the policy of lending materials included in section V.2 below (such as serials, microfilm dissertations. and genealogical materials) should not interpret this code to mean that such lending should be discontinued. All libraries should interpret their policies as generously as possible and be willing to make exceptions.

2. A lending library has the responsibility of informing any borrowing library of its apparent failure to follow the provisions of this code.

"informing . . . of its apparent failure"—See pages 46 and 78.

V. *Scope*

1. Any type of library material needed for the purpose of research may be requested on loan or in photocopy from another library. The lending library has the privilege of deciding in each case whether a particular item should or should not be provided, and whether the original or a copy should be sent.

2. Libraries should not ordinarily ask, however, to borrow the following types of materials:

a. U.S. books in print of moderate cost
b. Serials, when the particular item needed can be copied at moderate cost
c. Rare materials, including manuscripts
d. Basic reference materials
e. Genealogical, heraldic and similar materials
f. Bulky or fragile materials which are difficult and expensive to pack (*e.g.* newspapers)
g. Typescript doctoral dissertations, when fully reproduced in microfilm and readily available.

"not ordinarily ask"—See also section IV.1 above. If the borrowing librarian

feels that extenuating circumstances justify requesting the loan, these circumstances should be explained, as indicated on page 27.

"U.S. books in print of moderate cost"—See section III.1 above.

"Serials, when the particular item needed can be copied at moderate cost"—If the text has illustrations that will not reproduce well, and the special need of the borrower requires the original, this fact should be indicated on the request.

"dissertations, when fully reproduced in microfilm and readily available"—See chapter 8. Some universities that film their own dissertations may omit maps, drawings, or other large material that was included in the original, unlike University Microfilms which always includes them. If a microfilm contains such omissions, a special annotated request to borrow might be justified, although it ought to be realized that the owning library may not be able to lend, especially if it has only one copy.

VI. *Expenses*

1. The borrowing library assumes the responsibility for all costs charged by the lending library, including transportation, insurance, copying, and any service charges. If the charges are more than nominal, and are not authorized beforehand by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed with the transaction. Borrowing libraries should try to anticipate charges, such as for copies, and authorize them on the original request.

"anticipate charges"—Borrowing libraries should own and consult the *Directory of Institutional Photocopying Services (Including Selected Interlibrary Loan Policies)*, compiled by Cosby Brinkley, which will assist them in estimating photocopy charges.

2. It is recommended that in the interests of efficiency the lending library absorb costs which are nominal, such as for postage.

VII. *Conditions of Loans*

1. The safety of borrowed materials is the responsibility of the borrowing library. In case of loss or damage the borrowing library is obligated to meet all costs of repair or replacement, in accordance with the preferences of the lending library.

2. The borrowing library is bound by any limitations on use imposed by the lending library. It is recommended to lending libraries that any limitations (such as "for use in library only") be based on the physical condition or the bibliographic character of the particular item rather than be imposed on all materials lent.

"limitations on use"—This includes restrictions to use within the library building, restrictions on reproduction, signing by the individual borrower of a "use sheet" in front of thesis, etc. See pages 40–41.

3. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with copyright law and American Library Association policy.

"Unless specifically forbidden by the lending library"—The lending library should specify on the Interlibrary Loan Request form "Copying not permitted" for any item that it wishes to deny permission to photocopy, whether because of condition or other reasons.

"copyright law and American Library Association policy"—See chapter 5.

VIII. *Placement of Requests*

1. Libraries should exhaust local resources and make an effort to locate copies through the use of bibliographical tools, union lists, and union catalogs. Requests should be made to one of the nearer institutions known to possess the desired material. Care should be taken, however, to avoid concentrating requests on a few libraries.

"make an effort to locate copies"—See pages 24–25, 52–53, and 98–104.

2. In the absence of special agreements, requests should normally be placed by mail using the standard ALA forms, or by teletype using a format based on the ALA interlibrary loan form. When an urgent request is made by telephone, this initial request should be immediately followed by the confirming ALA form.

"form"—See pages 26–38 for ILL form and 56–60 for teletype form.

IX. *Form of Request*

1. Materials requested must be described completely and accurately following accepted bibliographic practice.

See pages 22–23 and 25–37.

2. Items requested should be verified and sources of verification given, and for this purpose borrowing libraries should have access to basic bibliographic tools. When the item requested cannot be verified, the statement "Cannot verify" should be included with complete information on the original source of reference. If this provision is disregarded and the bibliographic data appear to be incorrect, the request may be returned unfilled without special effort to identify the reference.

See pages 20–22 and 45–46.

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See pages 20–22 and 45–46.

3. The name and status (position or other identifying information) of the individual for whom the material is being requested should be included on the request form.

See section III.1 above and page 27.

4. A standard ALA interlibrary loan form should be used for each item requested (or an ALA photoduplication order form, when it is known that copies will be supplied and payment required).

5. All correspondence and shipments should be conspicuously labeled "Interlibrary Loan."

See also section VIII.2 above and pages 26–38 for ALA interlibrary loan form, appendix A for photoduplication form, and pages 56–60 for teletype form. For sample of parcel labels, see appendix B.

X. *Duration of Loan*

1. Unless otherwise specified by the lending library, the duration of loan is normally calculated to mean the period of time the item may remain with the borrowing library, disregarding the time spent in transit.

"Unless otherwise specified"—If the lending library wants to be sure that the item is returned to it by a specific date, that date should be stated on the form. To clarify this, some libraries so indicate, for example: "Due back at NjParB by Mr 15, needed for reserve."

2. The borrowing library should ask for renewal only in unusual circumstances, and a second renewal should never be asked for without a specific explanation. The renewal request should be sent in time to reach the lending library on or before the date due. The lending library should respond to renewal requests promptly; if it does not, it will be assumed that renewal for the same length as the original loan period is granted.

3. Material on loan is subject to recall at any time and the borrowing library should comply promptly.

4. The loan period specified by the lending library should be appropriate to the type of material.

"loan period"—For example, if the lending library specifies "four weeks" and sends the item on February 22, the borrowing library receiving it on March 1 should mail it back no later than March 28.

XI. *Notification and Acknowledgment*

1. The lending library is expected to notify the requesting library promptly whether or not the material is being sent; if the material cannot be supplied, the lending library should state the reason.

"state the reason"—See the Not Sent Because section of the ALA Interlibrary Loan Request form. In addition to the reasons specified there is space provided for sending other information. Lending libraries are urged to make a special effort to locate materials that the borrowing library has indicated (see pages 24–25, 46–47) have been located through union lists or the Union Catalog Division of the Library of Congress; if the material is not found, the lending library should indicate the reason for the inability to fill the request. Many universities also make a special effort to trace requests for their theses and dissertations. If the lending library owns some of a serial title, but not the issue requested, it should indicate, "lacks v. 57."

2. Except in the case of very valuable shipments, no acknowledgment of receipt is necessary. If there is undue delay in receipt, however, the receiving library has a responsibility to notify the lending library so that a search may be initiated promptly.

"valuable shipments"—If the lending library wishes the borrowing library to acknowledge receipt of the item, it should be noted on form B report.

"undue delay in receipt"—This will differ with the distance the material is to be sent, but it is usually interpreted as approximately ten days beyond expected date of arrival.

XII. *Violation of Code*

Continued disregard of any of the provisions of this code is sufficient reason for suspension of borrowing privileges.

As indicated in section IV.2 above, the lending library is responsible for informing the borrowing library of its apparent failure to follow the provisions of this code. If the borrowing library continues to disregard these provisions after notification, the lending library may decline to lend. (See also appendix E.)

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